

**JOINT SUPPLEMENTAL REPLY
DECLARATION OF
TERRI MCMILLON, JOHN SIVORI,
AND SHERRY LICHTENBERG**

EXHIBIT 1

SUMMARY OF ALL REJECTS FOR ALL VERSIONS			10/2/2006 10:47:40
58%	2241	SD2044 - Invalid Address	
6%	238	MR0026 - End User Name/TN/Address Do Not Match	
6%	214	MR0023 - Address Invalid	
3%	132	SD2093 - AECN, LATA, AND REQ TYP DOES NOT MATCH ACCT ON DATABASE	
2%	151	LS0630 - All TNs are not on same account	
3%	130	LS0125 - LOCAL CONTACT data is Invalid, valid format: 1-15 alphanumeric	
3%	132	SD2092 - BAN is not working account number	
2%	76	LS1062 - TN is not valid working telephone number	
1%	56	SD2030 - Feature not found in UNE feature table: XXXXXX	
2%	36	LS0969 - INTERLATA PIC IND data is invalid, valid entries: NNNN, NONE, NA	
1%	34	LS0970 - INTRALATA PIC IND data is invalid, valid entries: NNNN, NONE, NA	
1%	44	LS1059 - New TN is already working	
1%	49	SD2079 - LST incorrect for NPA NXX of TN XXXXXXXXXX	
1%	38	LS1112 - Account not eligible for conversion/reconfiguration	
1%	41	LS0589 - SANO data is invalid, valid entry: 1-8 alphanumeric	
1%	20	MR0005 - Invalid LST On Request	
2%	76	LS0284 - Original request is found; SUP cannot be blank	
1%	28	SD2097 - INVALID NUMBER OF LMLS	
1%	22	MR0041 - Invalid Features(s)/Line Feature(s)/USOC(s)	
0%	12	MR0040 - Invalid feature activity	
0%	10	MR0080 - Invalid TN please verify	
0%	7	MR0024 - Supplemental Address Information is Invalid	
0%	6	MR0123 - Invalid directory listing information.	
0%	7	MR0009 - Invalid BAN	
0%	4	LS0170 - EU ROOM data is invalid, valid format: 1-9 alphanumeric	
0%	4	LS0455 - LISTED ADDRESS ZIP CODE is not allowed when ADI field has da	
0%	4	MR0015 - Requested Due Date is Not Available	
0%	2	MR0007 - Type Of Service Is Not Valid	
0%	7	MR0002 - Act Invalid with request	
0%	2	MR0032 - Activity Is 'N' or 'V' and ECCKT Already Exists.	
0%	2	MR0006 - Invalid ACTL	
0%	2	LS0610 - Fea-Code ZUNEL required with NC of SNAL, SNAI, SPSL, SPSC or UB—	
0%	6	LS0210 - SUP not allowed, Status is Cancel, Delete or Complete. Re-is	
0%	3	MR0001 - Duplicate LSR's	
0%	1	MR0079 - Requests for separate end users require separate LSRs	
0%	2	MR0021 - Ported TN Not Able to Be Ported	
0%	8	SD2101 - INVALID DATA RCYC	
0%	1	SD2002 - ACCOUNT STATUS INVALID FOR BTN	
0%	1	MR0010 - Due Date Incorrect	
0%	4	MR0022 - TN Not Your Customer Account	
0%	1	MR0102 - Company Code does on LST does not match AECN on CBA	
0%	1	MR0077 - All TNs on account are not addressed	
0%	1	MR0067 - USOC Not Found On Rate Table	
0%	1	MR0025 - Service Address Is Indefinite-Descriptive Location Is Needed	
0%	2	MR0065 - Invalid LNA	
0%	1	MR0034 - Invalid RCYC On Request	
0%	1	MR0027 - ECCKT Is Not Found	
0%	1	SD2088 - INVALID LTY FOR RTY LAL	
100%	3862		

	2567
	999
	237
	51
	5
	3
	0
3862	3862
1295	

	91
	50
	28
	13
	41

LS0000	LASR	17%	642
SD0000	SORD	39%	2648
MR0000	manual	15%	572
			3862

10/2/2006 10:47:40

SUMMARY OF ALL REQUESTS FOR ALL VERSIONS		1/6/2000 TO 3/1/2000
65%	795	SD2044 - Invalid Address
5%	59	LS0284 - Original request is found; SUP cannot be blank
4%	52	SD2092 - BAN is not working account number
4%	46	LS0630 - All TNs are not on same account
3%	31	LS0125 - LOCAL CONTACT data is invalid, valid format: 1-15 alphanumeric
2%	30	LS1062 - TN is not valid working telephone number
2%	20	SD2093 - AECN, LATA, AND REQ TYP DOES NOT MATCH ACCT ON DATABASE
2%	20	SD2079 - LST incorrect for NPA NXX of TN XXXXXXXXXX
2%	19	MR0026 - End User Name/TN/Address Do Not Match
1%	18	SD2030 - Feature not found in UNE feature table: XXXXXX
1%	17	LS0589 - SANO data is invalid, valid entry: 1-8 alphanumeric
1%	15	MR0023 - Address Invalid
1%	14	LS1059 - New TN is already working
1%	12	LS1112 - Account not eligible for conversion/reconfiguration
1%	12	MR0041 - Invalid Feature(s)/Line Feature(s)/USOC(s)
1%	11	SD2097 - INVALID NUMBER OF LMLS
1%	7	SD2101 - INVALID DATA RCYC
0%	5	MR0002 - Act invalid with request
0%	5	LS0210 - SUP not allowed, Status is Cancel, Delete or Complete. Re-is
0%	4	LS0969 - INTERLATA PIC IND data is invalid, valid entries: NNNN, NONE, NA
0%	3	LS0970 - INTRALATA PIC IND data is invalid, valid entries: NNNN, NONE, NA
0%	3	MR0040 - Invalid feature activity
0%	3	MR0022 - TN Not Your Customer Account
0%	2	MR0009 - Invalid BAN
0%	2	MR0005 - Invalid LST On Request
0%	2	MR0001 - Duplicate LSR's
0%	2	MR0085 - Invalid LNA
0%	1	MR0080 - Invalid TN please verify
0%	1	MR0021 - Ported TN Not Able to Be Ported
0%	1	MR0034 - Invalid RCYC On Request
0%	1	MR0027 - ECCKT Is Not Found
0%	1	SD2088 - INVALID LTY FOR RTY LAL
100%	1214	

644
379
147
39
4
1
0
1214
1214
570

19
5
12
2
14

LS0000	LASR	18%	221
SD0000	SORD	6%	924
MR0000	manual	6%	69

1214

Version: 01/01/00
01/01/00 to 03/01/00

NEW TO
CURRENT
WEEK

SUMMARY OF ALL REJECTS FOR ALL VERSIONS		1/29/2010 6:57:20 AM
64%	719 SD2044 - Invalid Address	
5%	60 LS0630 - All TNs are not on same account	
5%	56 SD2092 - BAN is not working account number	
4%	43 LS0125 - LOCAL CONTACT data is invalid, valid format: 1-15 alphanumeric	
2%	28 LS1059 - New TN is already working	
2%	27 MR0026 - End User Name/TN/Address Do Not Match	
2%	27 SD2093 - AECN, LATA, AND REQ TYP DOES NOT MATCH ACCT ON DATABASE	
2%	26 LS1062 - TN is not valid working telephone number	
2%	20 SD2030 - Feature not found in UNE feature table: XXXXXX	
1%	15 SD2079 - LST incorrect for NPA NXX of TN XXXXXXXXXX	
1%	11 MR0023 - Address Invalid	
1%	11 LS1112 - Account not eligible for conversion/reconfiguration	
1%	11 LS0969 - INTERLATA PIC IND data is invalid, valid entries: NNNN, NONE, NA	
1%	10 LS0970 - INTRALATA PIC IND data is invalid, valid entries: NNNN, NONE, NA	
1%	9 LS0284 - Original request is found; SUP cannot be blank	
1%	7 SD2097 - INVALID NUMBER OF LMLS	
1%	6 MR0040 - Invalid feature activity	
0%	5 LS0589 - SANO data is invalid, valid entry: 1-8 alphanumeric	
0%	4 MR0041 - Invalid Features(s)/Line Feature(s)/USOC(s)	
0%	4 MR0080 - Invalid TN please verify	
0%	3 MR0009 - Invalid BAN	
0%	3 LS0170 - EU ROOM data is invalid, valid format: 1-9 alphanumeric	
0%	2 MR0123 - Invalid directory listing information.	
0%	2 MR0005 - Invalid LST On Request	
0%	1 LS0455 - LISTED ADDRESS ZIP CODE is not allowed when ADI field has da	
0%	1 MR0015 - Requested Due Date is Not Available	
0%	1 MR0007 - Type Of Service Is Not Valid	
0%	1 MR0002 - Act invalid with request	
0%	1 MR0032 - Activity Is 'N' or 'V' and ECCKT Already Exists.	
0%	1 MR0006 - Invalid ACTL	
0%	1 LS0210 - SUP not allowed. Status Is Cancel, Delete or Complete. Re-Is	
0%	1 MR0001 - Duplicate LSR's	
0%	1 MR0079 - Requests for separate end users require separate LSRs	
0%	1 MR0021 - Ported TN Not Able to Be Ported	
0%	1 SD2101 - INVALID DATA RCYC	
0%	1 SD2002 - ACCOUNT STATUS INVALID FOR BTN	
0%	1 MR0010 - Due Date Incorrect	
100%	1122	

713
346
52
9
0
2
0
1122
1122
409

28
11
9
8
17

LS0000	LASR	19%	208
SD0000	SORD	75%	846
MR0000	manual	6%	68

1122

Version 6.0.0.0
4/29/2010 6:57:20 AM

NEW TO
CURRENT
WEEK

RUNNING OF ALL REQUESTS FOR ALL VERSIONS			07/20/01 4:28 PM		
59%	530	SD2044 - Invalid Address			
10%	94	MR0026 - End User Name/TN/Address Do Not Match			
4%	38	SD2093 - AECN, LATA, AND REQ TYP DOES NOT MATCH ACCT ON DATABASE			
4%	36	MR0023 - Address Invalid			
4%	34	LS0125 - LOCAL CONTACT data is invalid, valid format: 1-15 alphanumeric			
3%	26	LS0630 - All TNs are not on same account			
2%	18	SD2092 - BAN is not working account number			
2%	14	LS1062 - TN is not valid working telephone number			
2%	14	LS0589 - SANO data is invalid, valid entry: 1-8 alphanumeric			
1%	13	SD2030 - Feature not found in UNE feature table: XXXXXX			
1%	11	LS1112 - Account not eligible for conversion/reconfiguration			
1%	10	LS0970 - INTRALATA PIC IND data is invalid, valid entries: NNNN, NONE, NA			
1%	10	LS0969 - INTERLATA PIC IND data is invalid, valid entries: NNNN, NONE, NA			
1%	10	SD2079 - LST incorrect for NPA NXX of TN XXXXXXXXXX			
1%	9	SD2097 - INVALID NUMBER OF LMLS			
1%	5	LS0284 - Original request is found; SUP cannot be blank			
1%	4	MR0041 - Invalid Features(s)/Line Feature(s)/USOC(s)			
1%	4	MR0123 - Invalid directory listing information			
1%	3	MR0080 - Invalid TN please verify			
1%	2	MR0005 - Invalid LST On Request			
1%	2	MR0024 - Supplemental Address Information is Invalid			
1%	2	LS0455 - LISTED ADDRESS ZIP CODE is not allowed when ADI field has da			
1%	2	MR0009 - Invalid BAN			
1%	2	MR0040 - Invalid feature activity			
1%	1	MR0015 - Requested Due Date is Not Available			
1%	1	LS1059 - New TN is already working			
1%	1	MR0022 - TN Not Your Customer Account			
1%	1	MR0007 - Type Of Service is Not Valid			
1%	1	LS0170 - EU ROOM data is invalid, valid format: 1-9 alphanumeric			
1%	1	MR0102 - Company Code does on LST does not match AECN on CBA			
100%	899				

669	
193	
34	
2	
1	
0	
0	
899	899
230	

18	
9	
6	
3	
9	

LS0000	LASR	12%	128
SD0000	SORD	69%	618
MR0000	manual	19%	153

899

Valid of Request
Application of Request

NEW TO
CURRENT
WEEK

SUMMARY OF FAILURE REASONS OF ALL VERSIONS		10/5/2000 - 11/2/2000
33%	196	SD2044 - Invalid Address
26%	152	MR0023 - Address Invalid
16%	96	MR0026 - End User Name/TN/Address Do Not Match
5%	29	SD2093 - AECN, LATA, AND REQ TYP DOES NOT MATCH ACCT ON DATABASE
3%	19	LS0630 - All TNs are not on same account
3%	19	LS0125 - LOCAL CONTACT data is invalid, valid format: 1-15 alphanumeric
2%	11	MR0005 - Invalid LST On Request
2%	9	LS0970 - INTRALATA PIC IND data is invalid, valid entries: NNNN, NONE, NA
2%	9	LS0969 - INTERLATA PIC IND data is invalid, valid entries: NNNN, NONE, NA
1%	6	LS1062 - TN is not valid working telephone number
1%	6	SD2092 - BAN is not working account number
1%	5	LS0589 - SANO data is invalid, valid entry: 1-8 alphanumeric
1%	5	SD2030 - Feature not found in UNE feature table: XXXXXX
1%	5	MR0024 - Supplemental Address Information is Invalid
1%	4	SD2079 - LST Incorrect for NPA NXX of TN XXXXXXXXXX
1%	3	LS1112 - Account not eligible for conversion/reconfiguration
0%	2	LS0284 - Original request is found; SUP cannot be blank
0%	2	MR0080 - Invalid TN please verify
0%	2	MR0041 - Invalid Feature(s)/Line Feature(s)/USOC(s)
0%	2	MR0015 - Requested Due Date is Not Available
0%	1	SD2097 - INVALID NUMBER OF LMLS
0%	1	LS1059 - New TN is already working
0%	1	LS0455 - LISTED ADDRESS ZIP CODE is not allowed when ADI field has da
0%	1	MR0002 - Act invalid with request
0%	1	MR0032 - Activity is 'N' or 'V' and ECCKT Already Exists
0%	1	MR0077 - All TNs on account are not addressed
0%	1	MR0006 - Invalid ACTL
0%	1	MR0067 - USOC Not Found On Rate Table
0%	1	MR0025 - Service Address Is Indefinite-Descriptive Location Is Needed
100%	591	

507
79
4
1
0
0
0
591
591
84

24
23
1
0
1

LS0000	LASR	13%	74
SD0000	SORD	41%	241
MR0000	manual	46%	276
			591

Version 1.0.0.0
10/5/2000 - 11/2/2000
48%

NEW TO
CURRENT
WEEK

SUMMARY OF ALL REJECTS FOR ALL VERSIONS		4/8/2000 to 4/14/2000
50%	18 SD2093 - AECN, LATA, AND REQTP DOES NOT MATCH ACCT ON DATABASE	
8%	3 LS0125 - LOCAL CONTACT data is invalid, valid format: 1-15 alphanumeric	
8%	3 MR0005 - Invalid LST On Request	
6%	2 MR0026 - End User Name/TN/Address Do Not Match	
6%	2 LS0969 - INTERLATA PIC IND data is invalid, valid entries: NNNN, NONE, NA	
6%	2 LS0970 - INTRALATA PIC IND data is invalid, valid entries: NNNN, NONE, NA	
6%	2 LS0610 - Fea-Code ZUNEL required with NC of SNAL, SNAI, SPSL, SPSC or UB—	
3%	1 SD2044 - Invalid Address	
3%	1 LS1112 - Account not eligible for conversion/reconfiguration	
3%	1 LS0284 - Original request is found; SUP cannot be blank	
3%	1 MR0040 - Invalid feature activity	
100%	36	

LS0000	34
SD0000	2
MR0000	0
LS0000	0
SD0000	0
MR0000	0
LS0000	0
SD0000	0
MR0000	0
36	36
2	

LS0000	2
SD0000	2
MR0000	0
LS0000	0
SD0000	0

LS0000	LASR	31%	11
SD0000	SORD	53%	19
MR0000	manual	17%	6
			36

version reject rate	
4/8/2000 to 4/14/2000	64%

NEW TO
CURRENT
WEEK

**JOINT SUPPLEMENTAL REPLY
DECLARATION OF
TERRI MCMILLON, JOHN SIVORI,
AND SHERRY LICHTENBERG**

EXHIBIT 2

From: WILLIAMS, MARILYNN Y (SBC-MSI)
Sent: Wednesday, May 03, 2000 2:01 PM
To: 'Carl Benson'
Cc: Leslee W. Engleman; Roseann Kendall; Michael A. Beach; Carl Benson;
WILLIAMS JR., CORNELIUS (SWBT)
Subject: RE: LIDB Update Problems

Carl

Below please find my response to your questions on LIDB. Sorry for the delay. We can discuss during our call today at 2:00 p.m.

Marilynn Y. Williams
Director-Local Compliance
MCIW Account Team
214-464-1750 - office
mw195a@txmail.sbc.com

-----Original Message-----

From: Carl Benson [mailto:Carl.Benson@wcom.com]
Sent: Wednesday, April 26, 2000 4:53 PM
To: WILLIAMS, MARILYNN Y (SBC-MSI)
Cc: Leslee W. Engleman; Roseann Kendall; Michael A. Beach; Carl Benson
Subject: LIDB Update Problems

Marilynn,

Listed below are orders with apparent LIDB update errors. We observe many orders with inter and/or intra LATA LD PIC errors that concern us.

I would ask your review of these orders and response to the questions below:

1. What caused the update errors below;

* The errors were caused by delay in typing the Toll File Guide orders which is what generates LIDB. The "C" order was provisioned correctly which is where the PIC change is made. The PIC was correct, however, when looking in toolbar/LVAS the "N" order that updates LIDB was delayed being typed so it did not show the updated information.

2. What procedures are being implemented to prevent these errors;

* To minimize any future impacts the LSC has placed additional focus on all order typing activity including Toll File Guide orders.

3. What degree of manual intervention is necessary to perform LIDB updates;

If there is a case where the order does not mog and falls out for manual intervention, it means that all orders (N, C and D) fall out. The LIDB is generated from the Toll File Guide, "N" order. These orders are all interrelated, therefore, if there is a problem with one this would require manual intervention even for the LIDB order. On the other hand, if the orders mog, no manual intervention would be required.

4. What level of order volume can be supported by planned staffing?;

* The LSC has reallocated a portion of their workforce and have people dedicated and solely responsible for processing the Tol File Guide orders on a continuous basis. Therefore, they are ready to handle the volume of orders sent by MCIW.

5. What degree of audits are practiced to manage the quality of LIDB updating?;

* The LSC has an internal group (ERT-Error Resolution Team) within the MCIW unit set up to pull, on a daily basis, reports that gives them a status on all orders including orders associated with LIDB. This enables the LSC to maintain a current status on orders.

6. Of specific concern are problems getting troubles accepted and processed by LSC/LOC. Our transmission of troubles re LIDB issues reflect confusion and lack of understanding by LSC/LOC support groups sufficient to address our LIDB questions and problems. I would ask your support setting up a meeting/call this week to address escalation processes and procedures. In addition to escalation POCs, it appears we collectively need to document processes.

* If MCIW has a question on the order regarding LIDB updates, MCIW would follow the usual escalation process and contact the LSC. If it is a service affecting issue, they would start with the LOC.

In my absence tomorrow and Friday, pls respond to and coordinate with Leslee Engleman at 972-656-1567.

19 of 60 orders sampled have incorrect LD and/or Intralata PICs

PON	TN	COMPLETED	LD/INTRA PIC REQ	LD/INTRA PIC RECVD	DATE CHK IN LIDB	DTE SWBT UPD LIBD
S000722378SWTXPR	2815830125	4/20/00	0222-0222	0222-9100	4/25/00	4/20/00
S000727290SWTXPR	2814592298	4/20/00	0222-0222	0288-9100	4/25/00	4/20/00
S000727710SWTXPR	2143917509	4/20/00	0222-0222	0222-9100	4/25/00	4/20/00
S000728133SWTXPR	3612410012	4/20/00	0222-0222	0222-9100	4/25/00	4/20/00
S000728316SWTXPR	3618544378	4/20/00	0222-0222	0222-9100	4/25/00	4/20/00
S000728410SWTXPR	9722310362	4/20/00	0222-0222	0000-9100	4/25/00	4/20/00
S000728418SWTXPR	2814580304	4/20/00	0222-0222	0222-9100	4/25/00	4/20/00
S000728193SWTXPR	2547991046	4/21/00	0222-0222	0288-9100	4/25/00	4/21/00
S000728414SWTXPR	7136670264	4/21/00	0222-0222	0222-9100	4/25/00	4/21/00
S000731904SWTXPR	4097240107	4/21/00	0222-0222	0222-9100	4/25/00	4/21/00
S000732149SWTXPR	2547760039	4/21/00	0222-0222	0000-0000	4/25/00	4/21/00
S000732264SWTXPR	8179240276	4/21/00	0222-0222	0222-9100	4/25/00	4/21/00
S000735375SWTXPR	2143750760	4/21/00	0222-0222	0432-9100	4/25/00	4/21/00
S000735852SWTXPR	7136431406	4/21/00	0222-0222	0222-9100	4/25/00	4/21/00
S000735879SWTXPR	2105903804	4/21/00	0222-0222	0222-9100	4/25/00	4/21/00
S000731510SWTXPR	2106560448	4/22/00	0222-0222	0222-9100	4/25/00	4/22/00
S000728208SWTXPR	2149464588	4/21/00	0222-0222	0795-9100	4/25/00	4/22/00
S000728450SWTXPR	9727321697	4/20/00	0222-0222	0288-0288	4/25/00	4/22/00
S000720422SWTXPR	5123381889	4/18/00	NONE-NONE	0222-0222	4/25/00	4/14/00

* These orders have been processed.

7. The orders below seem to indicate an ownership problem we can't understand. In addition, for three cases we cannot locate orders we expect

to find in TOOLBAR/LVAS. Pls advise status of these orders.

PON	TN	COMPLETED	LD/INTRA PIC REQ	DATE CHK IN LIDB	RESULTS
S000722721SWTXPR	2546664816	4/19/00	0222-0222	4/25/00	Ownership Conflict
S000722723SWTXPR	8063420851	4/19/00	0222-0222	4/25/00	Ownership Conflict
S000722305SWTXPR	2819203557	4/20/00	0222-0222	4/25/00	Ownership Conflict
S000731512SWTXPR	4099820132	4/20/00	0222-0222	4/25/00	Ownership Conflict
S000731516SWTXPR	4097240857	4/20/00	0222-0222	4/25/00	Ownership Conflict
S000730929SWTXPR	2814715056	4/21/00	0222-0222	4/25/00	Ownership Conflict
S000722746SWTXPR	7134360456	4/20/00	0222-0222	4/25/00	Record Not Found
S000731518SWTXPR	7136230886	4/20/00	0222-0222	4/25/00	Record Not Found
S000722801SWTXPR	5126713568	4/20/00	0222-NONE	4/25/00	Record Not Found

* Orders 1-7 have been processed, I'm waiting for status
on the last two, which I should have within an hour.

cb

**JOINT SUPPLEMENTAL REPLY
DECLARATION OF
TERRI MCMILLON, JOHN SIVORI,
AND SHERRY LICHTENBERG**

EXHIBIT 3



May 3, 2000

The Honorable Pat Wood, III, Chairman
The Honorable Judy Walsh, Commissioner
The Honorable Brett Perleman, Commissioner
The Public Utility Commission of Texas
PO Box 13326
Austin, Texas 78711-3326

Dear Commissioners:

Re: MCI Correspondence Regarding Status of MCI Worldcom's Residential Market Launch

In response to MCI Worldcom's letter to you dated April 26, 2000, I want to provide you an update on SBC's efforts to work with MCIW. Both companies have directed significant personnel and systems resources to assure the smoothest and quickest possible handling of orders. While we have identified some minor issues that we are addressing, the situation is better than what one may infer from MCIW's letter. My research into the specific concerns—and the results—shows that we are making good progress.

First, it is important to note that MCIW and SBC are working closely to identify and resolve issues as they become known. Neal Larsen informally alerted us to MCIW's preliminary plans in advance of their rollout and that allowed us to ensure that appropriate coordination be in place. As one result, at SBC's request, daily conference calls have been taking place for several weeks between SBC and MCIW. In addition, face-to-face meetings have been held to work cooperatively in support of the MCIW Texas launch. A point of concern that was repeatedly raised with MCIW was SBC's need for a forecast of expected order activity. In our normal service to our CLEC customers, we continuously and adequately handle CLEC volume increases without forecasting from most CLECs. However, MCIW's volumes in April increased by more than 360% over March order volume. This type of volume increase is readily manageable, but it does require some re-balancing of work and implementation of short-term process changes. To help us provide MCIW the service it wants and expects, we hoped they would have shared a more accurate and timely forecast. We understand, that notwithstanding the nondisclosure provisions of the interconnection agreement, they were reluctant to do so for competitive concerns, but it is our hope that levels of trust will increase so we can quickly respond to fluctuations in their order volumes.

MCIW expressed concern with the accuracy and timeliness of LIDB updates. The issues described were caused by incomplete Toll File Guide orders. To minimize any future impacts, SBC has placed additional focus on all order typing activity, including the Toll File Guide order process. This includes reallocating a portion of our workforce. People will be dedicated and solely responsible for processing the Toll File Guide orders on a continuous basis. This will minimize any potential time lag between order completion and LIDB update. The 19 orders MCIW specified in their letter of April 24 have been processed. Also, SBC is proactively reviewing the entire base of MCIW's orders to ensure all orders have been correctly processed.

MCIW also cited delays in the receipt of Firm Order Confirmation (FOC) on 55 orders, which they contend represent 8.6% of their orders. In fact, MCI provided details to SBC on only 53 of the 55 orders cited. Of the 53 orders, our investigation revealed the following:

- 31 orders cancelled by MCI – No FOC due
- 6 orders returned to MCI as rejects – No FOC due
- 1 order returned as a fatal error – No FOC due
- 6 FOCs correctly provided
- 9 FOCs were missed

While SBC strives to return all FOCs in a timely manner, in this case, just 9 of 642 FOCs were delayed.

MCIW also cited some concerns about 42 Service Order Completion (SOC) notices. When our team followed up with MCIW seeking details on the orders they cited, MCIW provided detail on only 27 of the orders. Of those, our investigation revealed the following:


- MCI was provided jeopardies on 11 of the orders- No SOC due
- SOC were correctly sent on 2 of the orders
- SOC were late on 14 of the orders

Again, we strive to provide timely SOC to every order they are applicable to. We are focusing to reduce the SOC delay number.

MCIW also addressed its efforts to check order completions using the tool bar application. MCIW has not provided any detail on these orders so SBC has been unable to investigate their status. The MCIW letter cites unfamiliarity with the PFA designation (Pending Facility Assignment). PFA indicates there is a problem on an order where the FACs (Facility Assignment Center) system is unable to assign a facility or the order has not had the proper time interval to process downstream to other departments that impact the assignment. We ensure MCIW now has the correct understanding of PFA and its role in the provisioning process.

Again, I want to reiterate SBC's commitment to support and properly meet the OSS needs of MCIW. Both companies are working hard to identify any early process problems and to quickly resolve them. We remain committed to meeting, or exceeding, the expectations of MCIW and our other wholesale customers. In that regard, one of our representatives recently received a kind e-mail note of thanks from her MCIW coordinate. With that type of spirit and dedication employees of MCIW and SBC are bringing to this very important project, we look forward to providing that level of satisfaction more and more as we progress jointly in demonstrating the open local market in Texas.

Sincerely,

A handwritten signature in black ink, appearing to read "Neal Larsen", with a stylized flourish at the end.

CC: Neal Larsen

**JOINT SUPPLEMENTAL REPLY
DECLARATION OF
TERRI MCMILLON, JOHN SIVORI,
AND SHERRY LICHTENBERG**

EXHIBIT 4

Date: Thu, 18 Nov 1999 17:58 -0500 (EST)
From: "MOORE, KAREN M (SWBT)" <km5914@txmail.sbc.com>
To: "LOWRANCE, NANCY J (SBC-MSI)" <nl6842@txmail.sbc.com>,
"Joanne Russell@wcom.com" <Joanne.Russell@wcom.com>
CC: Roseann Kendall <Roseann.Kendall@wcom.com>,
"WILLIAMS JR., CORNELIUS (SWBT)" <cw3645@txmail.sbc.com>
Subject: RE: LIDB Data Administration Clarification

Joann,

Following are answers to the questions you posed in your e-mail and further clarified in our conversation:

Q. During Phase I, if MCIW elects the LSR option for its new connects and conversions, what options does MCIW have for ongoing activity?

A. During Phase I, ongoing activity can be handled either by the FAX process or by using either of the unbundled interfaces described in the Interconnection Agreement, Attachment III, Sections 13.4.2.4.5. and 13.4.2.4.4.

13.4.2.4.5-INTERACTIVE INTERFACE PROVIDES MCIW WITH THE ABILITY TO HAVE ITS OWN PERSONEL ACCESS MCIM'S RECORDS VIA AN APPLICATION SCREEN THAT IS PRESENTED ON A COMPUTER MONITOR.

13.2.4.4.4-SERVICE ORDER ENTRY INTERFACE ALLOWS MCIM TO ELECTRONICALLY TRANSMIT PROPERLY FORMATTED RECORDS FROM MCIM'S SERVICE ORDER PROCESS INTO LVAS.

Q. Are PIC changes optional updates or required?

A. PIC changes are required updates in order to maintain the integrity of the LIDB database.

Q. How are PIC change updates handled?

A. During Phase I, MCIW can accomplish these updates by either FAX or unbundled interface as described above for its ongoing activity. During Phase I, if the PIC change is handled at the time of conversion or new connect, the update is handled through the LSR. During Phase II, all activity, including ongoing, can be handled through the LSR.

Please let me know if you have additional questions. As I indicated, we would be happy to have a conference call if you wish.

Karen Moore (SWBT)
Tel# 214-464-2758
Pager # 1-888-561-9384

From: Joanne Russell[SMTP:Joanne.Russell@wcom.com]
Sent: Wednesday, November 17, 1999 8:23 AM
To: LOWRANCE, NANCY J (SBC-MSI); km5914@sbc.com
Cc: Roseann Kendall

Subject: RE: LIDB Data Administration Clarification
Importance: High

Nancy,

MCIW needs your assistance in clarifying two issues regarding SWBT's development of the LSR process for LIDB Data Administration. Although the following has been discussed during the Change Management conferences, MCIW is again asking for clarification to ensure that MCIW's interpretation of SWBT's intended process is not misunderstood:

1.) As SWBT stated during the Change Management meeting on November 9, 1999, CLECs will have the ability to use the LSR process to create the LIDB record at the time of conversion for an existing account/telephone and on new installs, yet during the interim period, prior to LIDB Phase II implementation, CLECs may choose to use the "unbundled electronic interfaces for ongoing administration".

Please clarify what are the "unbundled electronic interface" options available that can be used IN CONJUNCTION with the LSR process? It is MCIW's interpretation that the following options are available:

LVAS GUI,

Fax Process, or Batch Mechanized Updates. Please confirm.

2.) MCIW is requesting clarification to the PIC Change Process. Are PIC Changes optional updates to LIDB, or must CLECs update LIDB with PIC Changes? If the latter is true, it is MCIW's understanding that PIC Changes will be handled by SWBT in LIDB Phase II. Please confirm.

Your assistance in clarifying these issues is appreciated. I can be reached at (972)656-1217 if there are any concerns.

Sincerely,
Joann Russell
MCIW West Carrier Management
972-656-1217